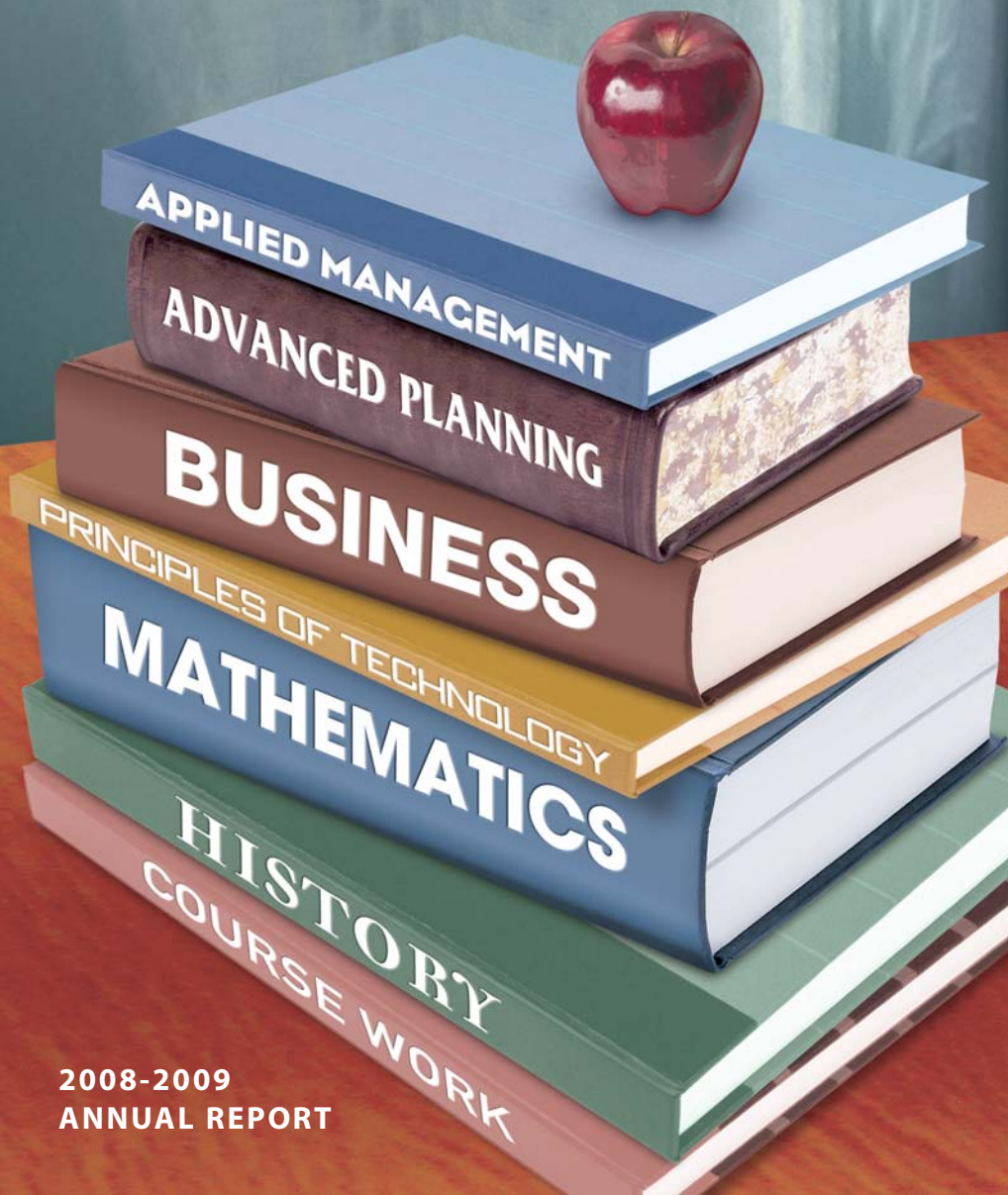
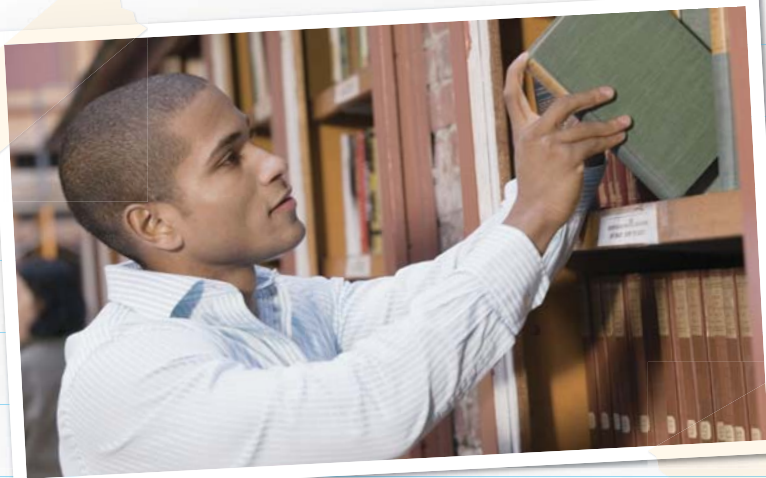


The Academics of Service

TAKING THE RIGHT COURSE



2008-2009
ANNUAL REPORT



...TAKING THE RIGHT COURSE



*"Look for your choices,
pick the best one,
then go with it."*

-Pat Riley

Course of Study

Applied ManagementPage 3

(An Overview of the Office Leadership)

History 101Page 6

(An Overview of the Office)

Math CoursePage 9

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Principles of TechnologyPage 13

(Electronic Initiatives of the Office)

Business StudiesPage 15

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Course WorkPage 23

(Office Locations and Contact Information)



Our Major is Service



*Michael K. Jeanes
Clerk of the Court*

The past year has been the most challenging year our Office has faced during my time serving as Clerk. This is due to the economic downturn, budget reductions, county implemented hiring freeze, staff shortages, and a growing workload, among other related challenges. Yet, in another way, it also has been an incredibly rewarding year. I have seen our staff pull together like never before. They

have performed as a strong, unified team working to overcome the challenges and striving to maintain a high level of customer service.

Our team has not been afraid to make changes, find ways to cut costs, handle additional responsibilities, and carefully take time to make sure we take the right course.

This report not only provides an overview of the courses we took, it also presents the overall academics of our service – in our structure and efforts.

Our story this year has some resemblance to a person attending college. With limited resources, decisions were carefully made to determine the most efficient, cost-effective, and wisest way to reach the ultimate goal – for the student that goal is a diploma; for us, it is a different type of degree we seek ...and that is to have a high degree of satisfaction from happy customers. Just as a student desires good grades, we desire high marks from our customers.

I am pleased to see how our staff took difficult circumstances and used them as an opportunity to further their education in our business operations, learn new ways to do things, and increase their service knowledge.

While the economic situation of our nation, state, and county has definitely tested us, it has been through diligent study that I am proud to say we have kept our high G.P.A. (Great Public Assistance). In addition, I am thankful for the new lessons we have learned along the way.

I hope that you enjoy reading this report. Just as a teacher desires to make learning enjoyable, it is our desire to present this information to you in a creative manner to add a little interest. Unfortunately, "Pomp and Circumstance" won't be playing when you finish, but you will have a higher degree of understanding the service of the Clerk of the Superior Court's Office.

Sincerely,

Michael K. Jeanes
Clerk of the Superior Court, Maricopa County

Applied Management

THE LEADERSHIP & ORGANIZATION OF THE CLERK OF THE COURT'S OFFICE

*"It is in your moments
of decision that your
destiny is shaped."*

-Anthony Robbins



QUICK QUIZ...

How many pieces of paper are filed with the Clerk's Office each day? (Answer on next page)

A) 25,000 B) 35,000 C) 45,000

A Professor of Service



Michael K. Jeanes
Clerk of the Court

In November 1998, Michael K. Jeanes was elected to the office of the Clerk of the Superior Court by the voters of Maricopa County. He was re-elected to the Office in November 2002 to serve a second term, and in November 2006, to serve for a third four-year term.

DUTIES As the Clerk, he is the official record keeper and fiduciary agent for Superior Court and is responsible for leading an organization of 690 employees, supporting 154 judges and commissioners, serving a constituency of four million, and leading an Office that serves one of the fastest growing and largest counties in the nation.

COMMITMENT Michael is a strong advocate for quality customer service. He personally teaches a customer service class to new employees, meets monthly with employees to hear their thoughts on improving service, distributes publications to communicate with those who interact with the Office, and speaks with various audiences about the Office. A major step he is taking to improve service is implementing the Electronic Court Record. When fully implemented, it will transform how the court does business. Achievements toward this goal are mentioned in this report.

SERVICE Michael's desire to serve is also reflected in his professional and community involvement, which extends to membership in more than 20 local and national organizations. He is the immediate past-president of the Arizona Association of Counties and he currently serves on the Board of Directors for the National Association of Counties. He was recently appointed to the Governor's Information Technology Authorization Commission.

EXPERIENCE Prior to being the Clerk of the Court, Michael served as an Associate Clerk within the Clerk of the Court's Office for nearly 11 years. Other positions he has held include Court Services Administrator and Management Analyst for Superior Court, and Management Analyst/Project Manager for Maricopa County.

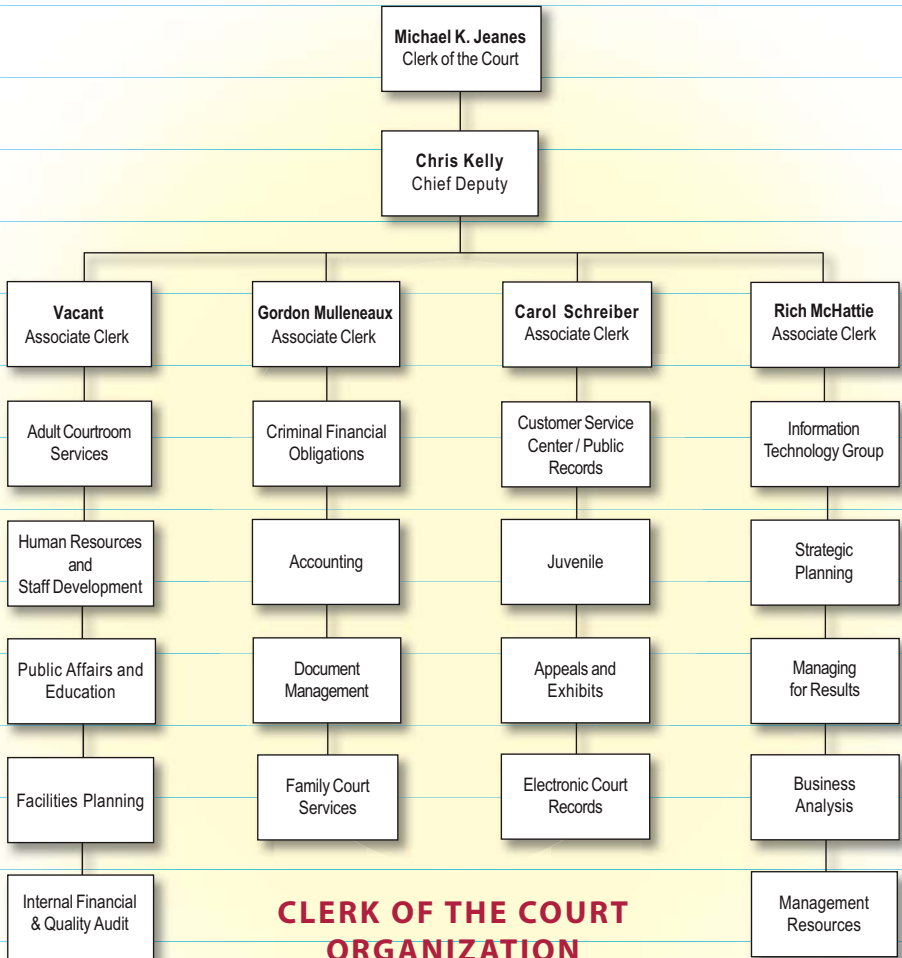
EDUCATION Michael was born in Chicago, Ill., but has lived most of his life in Maricopa County. He earned a Bachelor of Arts Degree in political science from Loyola University in Chicago, and a Master of Public Administration Degree from Arizona State University.

FAMILY Michael and his wife, Jill have three sons.

Michael's Six Service Lessons

1. Be Honest
2. Be Professional
3. Be Courteous
4. Be a Team Player
5. Be One Who Listens
6. Be Willing to Change

Structure Set To Meet Course Requirements



CLERK OF THE COURT

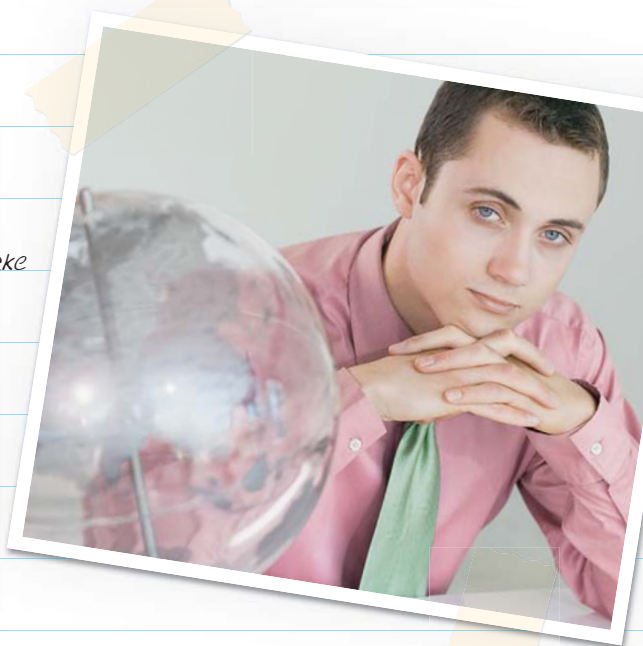
ADMINISTRATION: (from left)
Associate Clerk Gordon Mulleneaux,
Chief Deputy Chris Kelly,
Clerk of the Court Michael Jeanes,
Associate Clerk Rich McHattie, and
Associate Clerk Carol Schreiber.

History 101

AN OVERVIEW OF THE CLERK OF THE COURT'S OFFICE

*"It is not hard to make
decisions when you know
what your values are."*

-Roy Disney



QUICK QUIZ...

How many pieces of paper does the Clerk's Office scan each month? (Answer on next page)

A) 400,000

B) 700,000

C) 1,000,000

The Office's Past & Present

HISTORY OF THE OFFICE OF CLERK The Office of the Clerk has a long history. It is one of the oldest of public servants in existence and can be traced back more than a thousand years. In America, the Office of Clerk was one of the first forms of local government the early colonists established when they arrived in the new land.

Through the years, Clerks became a central part of government and a direct connection between citizens and their government. There are very few offices in county government that assist such a wide range of people.

In Arizona, the Clerk's Office was established by State Constitution to serve the citizens, legal community, and the Superior Court. The Office of the Clerk of the Court was created to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The Clerk is an elected official, who serves as the official record-keeper of the Court and acts as a safeguard and processor of all monies collected.

THE PRESENT OFFICE Today, Michael K. Jeanes, Clerk of the Superior Court, and his staff serve the nation's third largest county. The Office is dedicated to providing quality customer service and innovation. The Office is committed to being user-friendly and fiscally responsible. The Office has eight locations to serve the public. The Office and staff have received national and statewide recognition for their efforts and leadership.

FUNCTIONS OF THE CLERK'S OFFICE The specific and special duties of the Clerk's Office are assigned by statute, the Arizona Supreme Court, and local and statewide court rules. The functions of the Clerk satisfy more than 500 state statutes and court rules. Among the Office's responsibilities are to:

- ✓ Provide public access to the records of the Superior Court, Maricopa County;
- ✓ Keep a docket;
- ✓ Attend each Superior Court session to record the actions of the court;
- ✓ Receive filings for Superior Court action in civil, criminal, mental health, probate, tax, family court matters, and juvenile, which includes delinquency, dependency, adoption, and severance cases;
- ✓ Collect and disburse court-ordered fees, fines, and victim restitution;
- ✓ Provide various family support services to the public;
- ✓ Receive, distribute, and preserve official court documents;
- ✓ Store exhibits for all court cases;
- ✓ Process passport applications; and
- ✓ Issue and record marriage licenses.

COMMUNITY IMPACT Among the numerous officials/agencies the Office interacts with are: Arizona Legislature, Attorney General, County Attorney, County Board of Supervisors, County Sheriff, Dept. of Corrections, Dept. of Economic Security, Dept. of Public Safety, Probation & Parole departments, Public Defense Services, the federal courts, Arizona Supreme Court, Superior Court, and other county courts and justice agencies.

History of Those Who Have Served as Clerk of the Superior Court, Maricopa County, AZ

YEAR FIRST ELECTED/APPOINTED

1912 W.E. Thomas	1966 W. Don Palmer
1914 James Miller	1982 Vivian Kringle
1918 C.S. Berryman	1986 Judith Allen
1926 Walter Wilson	1998 Michael Jeanes
1962 Robert Miller	

Philosophy Course

Following are the **Mission, Vision, and Strategic Priorities** that guide the Clerk of the Superior Court's Office in selecting **the right course**.

Mission

The Mission of the Clerk of the Superior Court's Office is to provide progressive and efficient court-related records management and financial services for the justice system, legal community, and public so they have fair and timely access to accurate court records and services.

Vision

The vision of the Clerk of the Superior Court's Office is to anticipate, meet, and exceed the expectations of our customers.

STRATEGIC PRIORITY 1

Electronic Court Record (ECR) By January 1, 2007 (commonly referred to as 1/1/07), the Clerk of the Superior Court will adopt and maintain the ECR as the official record for Adult case types filed on and after January 2, 2002.

STRATEGIC PRIORITY 2

Financial Management The Clerk of Superior Court, as the statutory fiduciary of the Superior Court, will implement and maintain financial processes that support a unified approach to eBusiness, and provide for the timely and accurate collection, disbursement, and reporting of court-ordered payments.

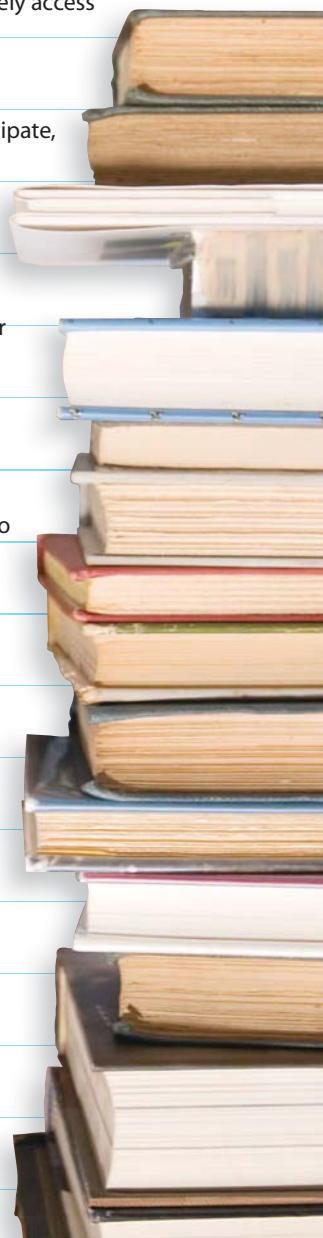
STRATEGIC PRIORITY 3

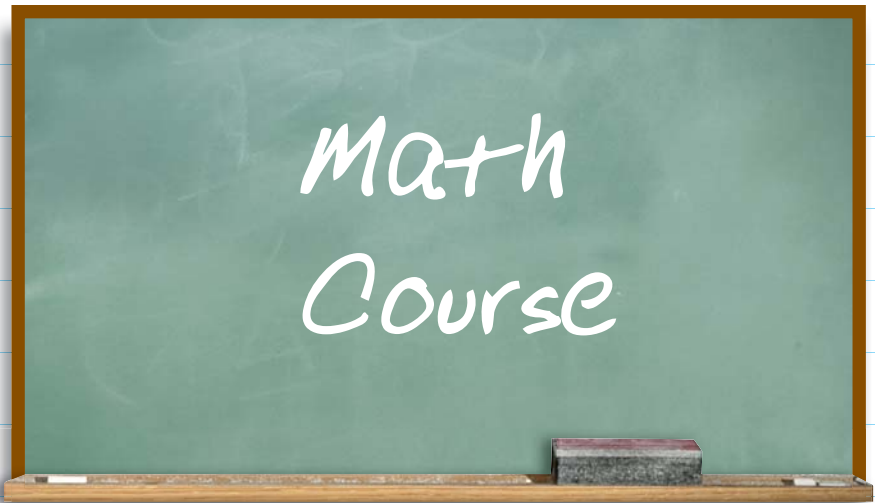
Employee Development & Customer Service The Clerk of Superior Court will ensure high levels of employee satisfaction through development and implementation of initiatives that address employee recruitment, training, development, and retention.

Commitment

"Our Office is committed to excel in service, be innovative, fiscally responsible, user-friendly, and have a vision for the future. It is our desire to continually improve what we do and so we welcome your comments."

– Michael K. Jeanes,
Clerk of the Superior Court,
Maricopa County, AZ

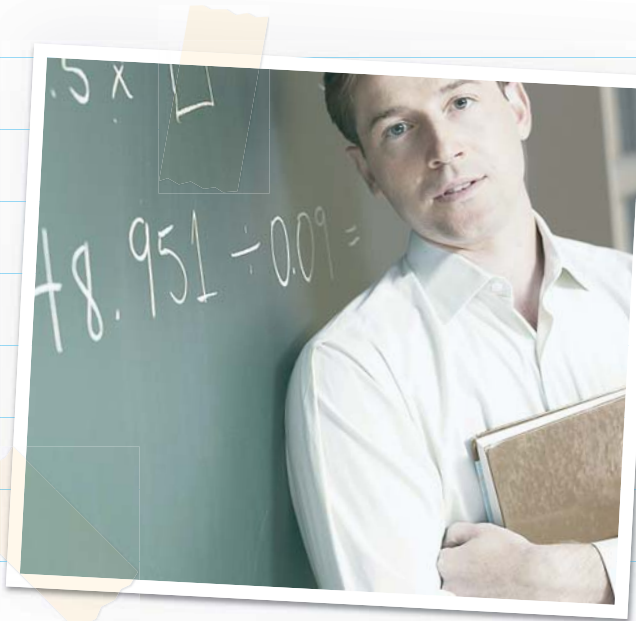




THE STATISTICS OF THE CLERK OF THE COURT'S OFFICE

*"A good system shortens
the road to the goal."*

-Orison Swett Marden



QUICK QUIZ...

On June 5, the Customer Service Center's Marriage License and Passport staff set a new daily record for customers served (the majority of which were for passport service). How many customers did they assist on that day? (Answer on next page)

A) 298 B) 377 C) 515

New Cases Filed

The **Filing Counters** are the starting point for the majority of Superior Court cases.

CRIMINAL CASES:

2008 - 2009 = 39,291
2007 - 2008 = 43,913
2006 - 2007 = 40,380

FAMILY CASES:

2008 - 2009 = 27,257
2007 - 2008 = 31,317
2006 - 2007 = 33,242

CIVIL CASES:

2008 - 2009 = 51,744
2007 - 2008 = 38,360
2006 - 2007 = 29,774

JUVENILE COURT:

2008 - 2009 = 19,053
2007 - 2008 = 19,576
2006 - 2007 = 20,231

PROBATE / MENTAL HEALTH:

2008 - 2009 = 9,025
2007 - 2008 = 9,735
2006 - 2007 = 7,921

TAX CASES:

2008 - 2009 = 2,695
2007 - 2008 = 1,347
2006 - 2007 = 1,001

Marriage Licenses and Passport Applications

The Clerk of the Court's **License Services sections**, along with several City and Justice Court offices (deputized by the Clerk of the Court) issue marriage licenses. License Services also acts as an acceptance agent for passport applications.

MARRIAGE LICENSES ISSUED:

2008 - 2009 = 23,885
2007 - 2008 = 24,573
2006 - 2007 = 24,781

PASSPORTS APPLICATIONS PROCESSED:

2008 - 2009 = 35,657
2007 - 2008 = 45,727
2006 - 2007 = 32,695

Exhibits Processed and Released

(Adult and Juvenile Court)

The **Exhibits Department** is responsible to receive and store exhibits, transcripts, and depositions for all case categories. The classified materials retained include sealed files, medical records, mental health files, protected addresses, and grand jury materials.

2008 - 2009 = 143,840
2007 - 2008 = 155,775

2006 - 2007 = 160,310
2005 - 2006 = 148,679

Alternative Filing (Adult Case Types Only)

The Office has **internal and external filing depository boxes** to provide customers with an alternative to filing their documents at the filing counter. The external boxes are available 24 hours-a-day, seven days-a-week. The internal boxes are available 8 a.m. to 5 p.m., Monday through Friday.

FILINGS:

External Box Filings = 63,027

Internal Box Filings = 249,551

Total Restitution Monies Dispersed

The **Criminal Financial Obligations Unit** is responsible for the disbursement of all court-ordered financial sanctions, including restitution payments to victims of crime.

2008 - 2009 = \$8,692,845

2006 - 2007 = \$9,861,957

2007 - 2008 = \$8,762,021

2005 - 2006 = \$10,588,185

Total Funds Collected

The **Billing/Deferral Unit** establishes time payment accounts for persons who have filing fees deferred, jury fee judgments, fines, incarcerated persons who file cases, businesses with commercial accounts, and complex litigation cases that require additional fee amounts.

2008 - 2009 = \$2,354,222

2006 - 2007 = \$1,943,931

2007 - 2008 = \$2,230,804

2005 - 2006 = \$1,979,899

Child Support/Spousal Orders of Assignment Mailings

Support Finance's responsibilities include processing Orders of Assignment. The Orders of Assignment are sent to the obligor's employer, who is required by law to withhold, modify, or terminate withholding support money from their employee's wages. The withholdings are directed to the Support Payment Clearinghouse, which distributes them to the obligee.

2008 - 2009 = 30,076

2006 - 2007 = 26,332

2007 - 2008 = 24,907

2005 - 2006 = 27,909

Court Hearings Covered by Courtroom Clerks

Courtroom Clerks attend each Superior Court session to record the actions of the court.

Adult = 365,983

Juvenile = 59,594

Customers Served

The **Customer Service Center**, located in Downtown Phoenix, provides services for customers to obtain a marriage license, apply for a passport, and access court records.

Customers Served = 707,689

The **Star Call Center** is responsible for answering and routing the Clerk of the Court's telephone calls.

Customers Assisted = 278,851

The **Customer Information Center** assists the public with information and/or directions when they visit the court.

Customers Assisted = 148,913

Minute Entries

A minute entry is a written record of court hearings and judges' rulings on cases.

MINUTE ENTRIES (MEs):

Adult = 547,965

Juvenile = 79,345

MEs eMAILED FOR DISTRIBUTION:

Adult = 1,602,911

Juvenile = 335,877

MEs PRINTED FOR DISTRIBUTION:

Adult = 478,617

Juvenile = 134,527



Minute Entry Electronic Distribution System (MEEDS)

MEEDS automates the entire court minute entry process for adult, non-confidential cases by sorting and electronically sending the entries from the courtroom clerk to the docket, website, and law firms. Previously, all minute entries were manually printed and either mailed or picked up at the Office.

ATTORNEYS ENROLLED IN MEEDS:

6,324 (7.3% increase from last year)

DAILY AVERAGE OF MEs DISTRIBUTED:

Electronically = 6,393 (2.1% increase)

Via Paper = 1,909 (.7% decrease)

Number of Images Filmed

Micrographics films court case files for permanent retention according to State of Arizona archival standards.

2008 - 2009 = 1,644,972

2007 - 2008 = 1,795,720

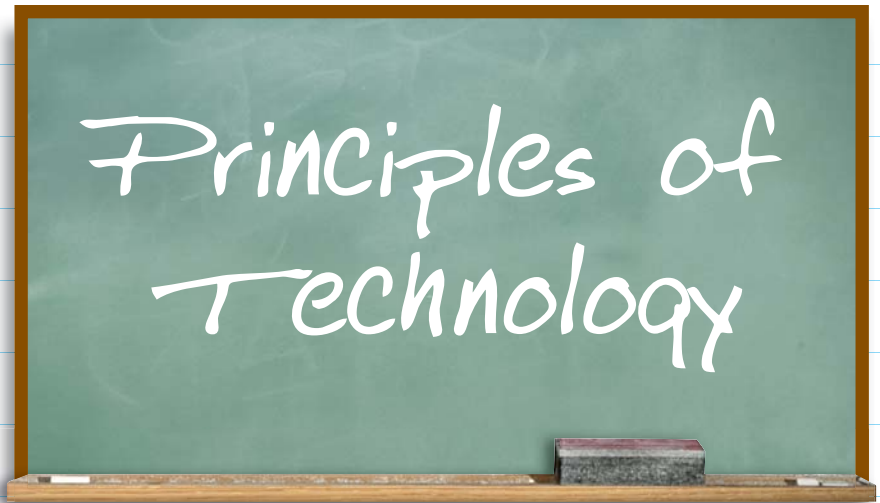
Arizona General Stream Adjudication

The Arizona General Stream Adjudication is a lengthy series of proceedings designed to determine ownership of surface water rights in Arizona. Since Maricopa County has the largest number of potential claimants, the Clerk's Office is responsible for the record keeping for the entire adjudication process. Specifically, the Office maintains the claims and provides document access to litigants and the public.

- ✓ The Office maintains **84,556 claimants** related to the case
- ✓ Since its initiation in 1979, the case currently consists of **451 volumes** and **8,161 documents**

Other 2008-2009 Statistics

- ✓ **1,468** appeals filed
- ✓ **431** process server applicants tested



AN OVERVIEW OF THE OFFICE'S ELECTRONIC INITIATIVES

*"By failing to prepare,
you are preparing to fail."*

-Benjamin Franklin



QUICK QUIZ...

How many scanned images (electronic records) does the Clerk's electronic repository contain?

(Answer on next page)

A) 18.5 million B) 20 million C) 21.5 million

e-Port Card

A+

Following is quick report on a few of the Office's major electronic initiatives:

Electronic Repository and Electronic Court Record

Each month, more than **218,000** paper documents that are filed with the Office are scanned, converted to electronic format, and stored within an electronic repository.

- ✓ **3,276,009** documents were added to the repository in FY 08-09.
- ✓ Access to the electronic records has been granted to **28** government agencies.
- ✓ There are **four** Office locations for the public to view the electronic records.
- ✓ Quality control measures implemented to ensure accuracy when scanning the paper documents into electronic format resulted in a **99.8%** accuracy rating.

eFiling

Several years ago, the Office began implementing eFiling programs that allow attorneys and self-represented parties to electronically file their documents from their computer rather than travel to the Clerk of the Court's filing counter.

- ✓ The eFiling programs resulted in a total of **169,444 eFilings** this year.
- ✓ eFiling is available in all Criminal, Civil divisions, and in six Family Court divisions.
- ✓ eFiling allows judges, parties, and the public (where permissible) to view a case simultaneously and it increases the speed and accuracy of processing a case.

eFile Training

The Office offers monthly eFiling training classes to law firms and legal support staff. Approximately **600 individuals** participated in the training course this year. Information about the class is available by calling 602.506.2171.

Electronic Court Record (ECR) Online

The Office implemented an ECR Online Program that allows attorneys to use the internet to register and view documents filed on cases in which they or a member of their firm are the attorney of record.

- ✓ Currently, there are **1,830 attorneys** registered in ECR Online.
- ✓ Parties of record are also able to register and view documents filed on cases in which they are a party of record.
- ✓ Prior to ECR Online, attorneys and parties to a case had to visit the Office to view the hard copy file or view the case electronically on a public access terminal.

1/1/07 Initiative

January 1, 2007 began a new era for the Office when placing paper documents (approximately **12,000 daily** at that time) into the hard copy files (adult cases only) came to an end. In addition, folders stopped being created to hold the paper documents for new case filings. Instead, the paper documents received were scanned, audited, and disposed of after a series of quality checks.

- ✓ At the end of this fiscal year, the Office had disposed a total of **2,541,251** documents from various case types. These documents consisted of **5,474** boxes.
- ✓ Disposing of the paper documents saves a tremendous amount of storage space.

Business Studies

OFFICE HIGHLIGHTS & INFORMATION FOR 2008-2009

"It is not the hours you put in your work that counts, it is the work you put into your hours."

-Sam Ewing



QUICK QUIZ...

How many copies of court documents (adult and juvenile) via hard-copy and electronic court record did the Clerk's Office provide to its customers in FY2008-2009? *(Answer on next page)*

A) 1,001,283

B) 1,105,549

C) 1,215,750

Quick Study

Following is a quick study of new services and/or changes that were made:

Customer Improvements

As more case files are available online, it is no longer necessary to maintain paper files at each Clerk of the Superior Court location. As a result, **163,000 case files** were relocated from the Southeast Adult facility to the Office's Customer Service Center in downtown Phoenix. The file relocation made way for the Southeast Adult Marriage License, Passport, and Public Records area to be reconfigured and provide increased customer seating and public access terminals. Previously, the customer waiting area was located in the hallway.

In addition to the SE reconfiguration, the Northeast Marriage License, Passport, and Public Records area was also reconfigured to provide increased lobby space and better customer service.

New Passport Service Hours

New hours were implemented for passport service. The Office now provides passport application service from 8 a.m. to 4 p.m., Monday - Friday at the Customer Service Center, and at the Northwest, Northeast, and Southeast Regional Courts.

Tweet Messages

The Office began sending messages, known as "tweets" through the networking website, Twitter. Tweets are messages no more than 140 characters in length that can be sent to a designated cell phone or web page. A person may register for a free account at Twitter and follow the Clerk's Office at: <http://twitter.com/MichaelKJeanes>.

Facebook Page

The Office created a page on Facebook to provide updates about important issues. Facebook is an online networking website and allows the Office to expand its communication efforts in providing information about the Office. To access the Clerk's page on Facebook, go to: www.Facebook.com and search for "Michael K Jeanes."

New Website Information

A new section was added to the Office website called "Advice V. Information." The new page provides users information about what is considered legal advice versus what is general information. The site includes links to related materials and resources, including information for hiring a lawyer, and frequently asked questions. To visit the site, go to: <http://www.clerkofcourt.maricopa.gov/LALI.asp>.

NOTES... Improved Information

A review of departmental signage was completed in each office location, resulting in several improvements, including standardized information and filing instructions for customers, in addition to better visibility.



ExQM

Following is an examination of some ongoing programs/services that are available:

Public Access Terminals

To provide the public access to the Electronic Court Record (ECR), the Office provides public access terminals at the Customer Service Center (31 terminals), Southeast (10), Northeast (6), and Northwest (4). The terminals allow customers to instantly view court documents, select the images to be printed, go to the counter where they are printed, and pay the fee. Customers can view the ECR as follows: probate cases from 1998 forward (and active cases from 1994 - 1997) and all other Adult case types from 2002 forward.

New Case Filing Service

To provide convenient service to customers who request copies of new adult case filing information, the Customer Service Center electronically distributes this information on a weekly basis. To enroll, call 602.506.3302.



Other Resources

Besides the annual report, the Office provides other informational resources including: the Website for online services and information, www.clerkofcourt.maricopa.gov; Directory of Services for contact information (available at public counters); *The Brief* for news specifically for the legal community (available through an email subscription); and the *Case History Index* for statistical information about court cases, www.clerkofcourt.maricopa.gov/case_history.asp.

Email Address

Customers who have questions and/or want to make comments about service may use the Office's special email address at cocustomerrelations@mail.maricopa.gov. An average of 140 questions/requests per month are received through this email address.

Unclaimed Funds

The Office has a service available on its website: www.clerkofcourt.maricopa.gov called "Finding Funds" that helps the public and businesses recover court-ordered money that is owed to them. It is designed so users can simply enter their name or name of business to see if the Office has any court-ordered restitution monies owed to them. If so, instructions are then provided to them. At the end of the fiscal year, the Office had approximately **\$3.3** million of unclaimed monies that it was holding for crime victims.

NOTES...
Record-Setting Day
 The Marriage License and Passport Offices issued a new daily record **143 marriage licenses** on Feb. 13. Traditionally, Valentine's Day or the Friday before Valentine's Day (if the holiday is on a weekend day) is the busiest day of the year for the Office. The previous record was 138 on Feb. 14, 2007.

Knowledge

Following are some internal items to increase your knowledge about the Office:

Legislative Summary

Due to the economic downturn, the 2009 Arizona Legislative session dedicated considerable time addressing the state's budget, resulting in a fewer number of bills signed into law over previous years. Of the bills signed by the governor, HB2449 allows the Clerk of the Court's Office to scan sentencing orders in criminal cases, thereby maintaining an electronic original of the order with the defendant's fingerprint, followed by shredding the paper document. This improves the security of the original and is more efficient than processing paper documents.

Special Visitors

The Office provided notable visitor tours this year. One tour was for a group of officials from New Orleans that included Clerks, judges, law enforcement representatives, administrators, and an architect. After losing many exhibits and evidence in Hurricane Katrina, the police and courts received funds to gather information from around the country in records storage, tracking, preservation, and building design to protect against future losses.

Another tour was for a Japanese judge, who was in a program that provides foreign judges opportunities to gain an understanding of the American judicial system.

Providing International Assistance

The Office had the unique opportunity to assist court clerk staff in Algeria, Africa through the American Bar Association (ABA). ABA officials were working closely with Algerian leaders to provide technical legal assistance and they contacted the Clerk's Office for examples of training materials in customer service to provide to their Algerian court staff. The Office's training division was able to provide a variety of class materials including powerpoint slides, handouts, and instructor notes.



Continuous Improvement

To further employee's knowledge of the court, county, government, and work environment issues, as well as enhance their job and customer service skills, the training division offered a total of **787 courses*** to staff this year. Employees were required to take 8 hours of continuing education this year.

*Figure includes all class sessions from staff, guest instructors, CD-Roms, video training, and on-the-job training and external training.

NOTES... Community Spirit

Clerk of the Court staff demonstrated they are not only dedicated to their work, but to the community they work in. Here's how ... staff donated **\$1,840** to the County's Combined Charity Campaign, which assists non-profit agencies; **778** pairs of socks, **264** pairs of shoes, and **270** canned food items for the homeless; and **659** new toys for children in the community during the holiday season.

Learn

Following are various items to learn more about Office-related news:



New Civil Case Requirement

In January, the Arizona Supreme Court amended Rule 8(h) of the Arizona Rules of Civil Procedure to require utilization of a statewide Civil Cover Sheet. The plaintiff or plaintiff's attorney must complete and submit the Civil Cover Sheet to the Superior Court when filing the initial complaint or petition in a civil action. The Cover Sheet is available on the

Office website at: <http://www.clerkofcourt.maricopa.gov/faxondemand/204.pdf>.

Closing of Alternative Court Hours Service

In January 2007, the Clerk's Office began providing courtroom clerk coverage for hearings when the Superior Court opened its new Extended Hours Court (Tues. - Fri. until 9 p.m.) and Saturday Court (alternating Saturdays from 8 a.m. to 5 p.m.) for Family and Juvenile Court. The new court hours were offered to provide further convenience for customers and proved to be successful. However, due to the economic downturn and revenue shortfalls, the decision was made to discontinue these programs in June. Clerk's staff was reassigned to other Office locations.

Fee Structure Change

A new fee structure was implemented in September 2008. It was the result of the Arizona State Legislature's 2008 - 2009 fiscal year budget that included a base increase to the filing fees and services in the Superior Court, and also the result of a \$5 increase to some types of filings that was approved by Maricopa County. A current filing fee list is available at: www.clerkofcourt.maricopa.gov/fees.asp.

External Filing Box Move

The Office's most-used external filing depository box moved from the Madison St. Parking Garage to the 4th Ave. entrance of the County Administration Building, 301 W. Jefferson in downtown Phoenix. Last year, the box had **45,884** filings. External boxes are available 24 hours-a-day, seven days-a-week.

Budget Action

Due to county revenue shortfalls, the Office eliminated **25** vacant positions this fiscal year and **58** vacant positions for the upcoming year. A hiring freeze was implemented in 2007, which created the vacancies when employees left service.

NOTES... Eventful Day

In November, the Office participated in the Court's National Adoption Day Event. There were nine calendars, 21 judges and commissioners presiding over 156 hearings, nine courtroom clerks covering hearings, and two Office staff issuing certified copies of final orders of adoption for the adoption of 206 children.

Honor Roll

Following are various awards and honors the Office and staff received:

Michael K. Jeanes

Clerk of the Superior Court Michael Jeanes and four other county officials received a special honor from the Maricopa County Board of Supervisors for their leadership roles in national and state professional associations. During a formal board meeting, Jeanes was recognized for his service as the president of the Arizona Association of Counties. Jeanes also serves in a leadership role in various other national & state government organizations.

Clerk of the Year

The Arizona Family Support Council, a statewide organization for child-support-related agencies, selected Courtroom Clerk Wendy Brown as their "Clerk of the Year" for demonstrating dedication to child support beyond the call of duty by improving services to the non-IV-D child support population.

Service Awards

Three Clerk employees were honored by the Maricopa County Board of Supervisors for their 30 or more years of public service to the county. The employees were: Courtroom Clerk Denise Glab (35 years of service), Civil Docket/Audit Trainer Cece McDermott (30 years), and Courtroom Clerk Carol Miller (30 years of service).

Each employee received a plaque, certificate, and a tribute during a special service award ceremony conducted by the county supervisors.

Currently, the Office has 10 employees with 30 or more years of service.



Annual Report

The Public Affairs Office received national honors for its production of the 2007-2008 Annual Report ("Still Shining") from the National Association of County Information Officers (NACIO). NACIO bestowed an "Award of Excellence" on the report in a communications competition among the nation's county governments.

Professional Training Graduates

Seventy-nine employees graduated from the Training Division's "Professional Certification Series" that offers specialized training to employees in three areas: training, professional development, and leadership. Each program helps the employee develop the expertise necessary to excel in the workplace.

NOTES... Customer Comments

Following are a few public comments that were received this year regarding the service of Clerk of the Court staff:

- ✓ Courteous, and helpful
- ✓ Friendly, professional, by the clerks
- ✓ Exemplary service
- ✓ Above and beyond normal customer service
- ✓ Service was fast and easy
- ✓ Very informative
- ✓ Very impressed by service
- ✓ Amazingly professional
- ✓ Best service ever

Advanced Planning

PREVIEWING WHAT IS AHEAD FOR THE OFFICE

"Planning is bringing the future into the present so that you can do something about it now."

—Alan Lakien



QUICK QUIZ...

The Clerk's Office serves the citizens of Maricopa County. How many people are projected to reside in the county in 2030?

(Answer on next page)

A) 4 million B) 6 million C) 8 million

Construction of a New Criminal Court Tower



The new Criminal Court Tower is expected to open in 2012

In 2007, the Maricopa County Board of Supervisors approved the construction of a new 16-story Criminal Court Tower in Downtown Phoenix. The \$334 million facility will be located on the southwest corner of Madison and First Avenue.

While a portion of the building will be shelled out on opening day, the fully built-out plans call for the building to include 32 criminal courtrooms, Clerk

of the Court criminal operations, including evidence storage, a jury assembly room, Criminal Court Administration, Adult Probation, County Attorney, Public Defender, program services and secure holding cells. The Criminal Court Tower will enhance the court's ability to handle criminal cases in a growing population.

Implementing a New Receipting System

A new receipting system for the Clerk's Office, Superior Court, and Adult Probation will be implemented in the first quarter of Fiscal Year 2009 - 2010 and be in operation by the time this annual report is printed. The system will be user-friendly for staff, provide useful information for customers, and increase functionality, such as printing new case filing information to populate the Court's system and file as receipted. The system will make it easier to access reports and will be designed with the ability to expand for future capabilities. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

New Strategic Plan

The Office will be publishing its new **2010 - 2012 Strategic Plan**, which represents the Office's overall strategic direction and outlines the significant goals to support its mission. The Plan will be made available on the Office website.

Coming Real Soon

At the beginning of this next Fiscal Year, the following two initiatives are planned for implementation and are expected to be completed by the printing of this report.

eAPPEAL The Office will submit the first electronic transmission of a record on appeal from the Superior Court in Maricopa County to Division One of Arizona's Court of Appeals. eAppeals is part of a pilot project between the Clerk of the Superior Court in Maricopa County and the Court of Appeals, Division One.

MINUTE ENTRIES The Office will begin distributing all eligible minute entries for both adult and juvenile cases to attorneys via email.



Course Work

OFFICE LOCATIONS & CONTACT INFORMATION

*"Great work is done
by people who are not
afraid to be great."*

-Fernando Flores



QUICK QUIZ...

How many phone calls does the Clerk's Office receive each day? (Answer on next page)

A) 1,500 B) 2,500 C) 3,500

Service Desks - Phone Numbers & Addresses

CUSTOMER SERVICES

Central Court Building	201 W. Jefferson St. (Phoenix)	602.506.3360
Customer Service Center	601 W. Jackson St. (Phoenix)	602.506.3360
Family Court Services		602.506.3762
Automated Support Line		602.506.1900
Northeast Regional Center	18380 N. 40th St. (Phoenix)	602.372.7720
Northwest Regional Center	14264 W. Tierra Buena (Surprise)	602.372.6530
Old Courthouse (Probate Counter)	125 W. Washington (Phoenix)	602.506.3763
Southeast Regional Facility	222 E. Javelina Ave. (Mesa)	602.506.2127

JUVENILE COURT SERVICES

Southeast Facility	1810 South Lewis (Mesa)	602.506.2850
Durango Facility	3131 West Durango (Phoenix)	602.506.4041

MARRIAGE LICENSES & PASSPORT APPLICATIONS

Customer Service Center	601 W. Jackson (Phoenix)	602.506.7400
Northeast Regional Center	18380 N. 40th St. (Phoenix)	602.372.7720
Northwest Regional Center	14264 Tierra Buena (Surprise)	602.372.6530
Southeast Facility	222 E. Javelina Ave. (Mesa)	602.506.2125

MARRIAGE LICENSES - JUSTICE COURTS

Agua Fria	9550 W. Van Buren (Tolleson)	623.936.1449
Estrella Mountain	100 N. Apache, #C (Buckeye)	623.386.4289
Hassayampa	155 N. Tegner, Ste. D (Wickenburg) (Fri. only)	602.506.1554
Ironwood	209 E. Pima (Gila Bend)	602.506.1589
Maryvale	4622 W. Indian School, #10 (Phoenix)	623.245.0432

MARRIAGE LICENSE ONLY - CITY COURT

Youngtown City Court	12033 Alabama Ave.	623.972.8286
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MARRIAGE LICENSE/PASSPORTS — CITY CLERK





Chandler City Hall	55 North Arizona Pl., #203	480.782.2176
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OTHER SERVICES


Support Payment History		602.506.7444
Support Payment History Fax Back		602.506.4755
Fax-On-Demand		602.506.0034
Long Distance Fax-On-Demand		1.866.506.0034





Office Locations

DOWNTOWN PHOENIX OFFICE LOCATIONS					
	< <	Washington St.			Old Courthouse 
	> >	Jefferson St.			
7th Ave.	6th Ave.	5th Ave.			Downtown Court Complex 
Madison Downtown Justice Center 		4th Ave.	3rd Ave.	1st Ave.	
Customer Service 		Jackson St.			

SOUTHEAST OFFICE LOCATIONS			
	U.S. 60	Coury Rd.	
 Southeast Juvenile		Street A	Mesa Dr.
	Southeast Court Complex 	Javelina Rd.	
Lewis St.		Baseline Rd.	

NORTHEAST OFFICE	
Loop 101	Union Hills Dr.
N. 32nd St.	N. 40th St.
Route 51	N. Tatum Blvd.
E. Bell Rd.	Northeast Court 

NORTHWEST OFFICE	
Bell Rd.	Statler Blvd.
Northwest Court 	Tierra Buena
Surprise Center Blvd.	Litchfield Road
Greenway Rd.	

DURANGO JUVENILE OFFICE	
Buckeye Rd.	27th Ave.
Durango Rd.	I-17
Juvenile Court 	
Lower Buckeye Rd.	





This annual report was prepared by the Public Affairs and Education Department of the Clerk of the Court's Office. Additional copies and/or other informational material are available by sending an email to: coccustomerrelations.mail.maricopa.gov

Please visit our website:
www.clerkofcourt.maricopa.gov